

Belgium Service – User Guide

by IDT



ACTIVATING YOUR SERVICE

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. Enter the PIN Code (default is 1111)

The default language of this service is Dutch. If you want to change the default language, text (SMS) the words "LAN NL" (for Dutch), "LAN FR" (for French), or "LAN EN" (for English) to the number 1966. You will receive a message confirming your new default language settings.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Belgium service, please

- Purchase a recharge voucher code
- Scratch off the grey protective layer to reveal your recharge voucher code
- Dial 1966 from your mobile phone
- Enter the 15-digit recharge voucher code when prompted and press #

OR

- SMS "LOAD" followed by a space and your 15-digit recharge voucher code to 1966

MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 32 (Belgium) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial 1966 from your mobile phone

OR

- SMS "BAL" to 1966 to receive an SMS message with your balance

CUSTOMER SERVICE

To reach customer service, please

- Dial 1976 from your mobile phone

OR

- Dial 078 781 133 from any other phone

VOICEMAIL

To activate your voicemail service, please

- Dial 1996 from your mobile phone

To listen to your voicemail service, please

- Dial 1996 from your mobile phone

OR

- Dial 0486 191 996 from any other phone

SERVICE EXPIRATION

Your prepaid service will expire if you do not top-up within 3 months after your first call. Every time you top up your credit, your validity period will be reset to 6 months.